

PROBUS SURGERY

PATIENT REPRESENTATIVE GROUP

Introduction

Probus Surgery is a rural practice serving approximately 8400 patients. The practice started to form their Patient Group approximately 18 months ago. They have continued to give help and support to the practice over that period of time.

In 2011 the committee started to gather information in order to draw up a survey (a copy can be found on our website) that would be sent out to 10% of our patient population during the end of the summer. Many thanks go to Dr Sandra Davies who organised the volunteers to help with the admin side and who has provided the results of this survey in order for this report to be compiled for future use.

Our patient group consists of approximately 150 members and is growing. This includes a number of virtual members who can be contacted by email. The members are from various backgrounds and consist of a range of ages from 15 to over 65 years old. The group wanted to make sure they had a true representation of our patient population. LINK was asked for advice on how the group could encourage patients such as school age and also travellers who were registered patients at the practice. Over the last 12 months a committee of 12-15 patients have met on a regular basis to talk through health related issues. There was a good balance of both male and female and a good range of ages within the group, helping them to give a broad range of opinions. As the group evolves it is hoped that the practice can encourage more of the younger age group to help in assisting the practice to improve the quality of care given.

Patients Survey

There were various discussions as to what the group should include in the survey. Dr Sandra Davies met with the practice on a few occasions to find out if there were areas that needed to be highlighted.

The practice currently has a comments book at the front reception for patients to make any comments on areas they wish to see improvements. The practice felt that it should include some of the areas that were constantly being highlighted for various reasons.

The idea was to send the questionnaire out to 10% of our population and so back in October 2011, 840 were sent out to various groups; patients over 65, under 65, patients from residential homes, patients under the age of 1 year (patients and carers respondents), patients with long term illnesses, patients with special needs, and registered carers. It was also important that there was a balance between male and female gender.

The survey was sent out with a covering letter explaining the process. The questionnaire was to be sent back anonymously but also gave the patient an opportunity to enquire about the patient group. The patients were also encouraged to provide any other comments to the practice that were not included in the survey.

The response was that 292 out of 840 sent were completed and sent back, a return rate of 34.76%

The questionnaire was based on the NHS survey and also areas that were being highlighted through our comments book.

Once we had the raw data the practice invited patients to discuss with them the results. The practice would like to thank those patients who gave up a small amount of their time to attend. The group consisted of:

Dr Campbell; GP, Debbie Barnicoat; Practice Manager, Paul Fisher, Malcolm Davies, Anthea Johnson, Margaret Goudge, Janet Turner, Ian Knight, Verity Allen and Angela Bradley.

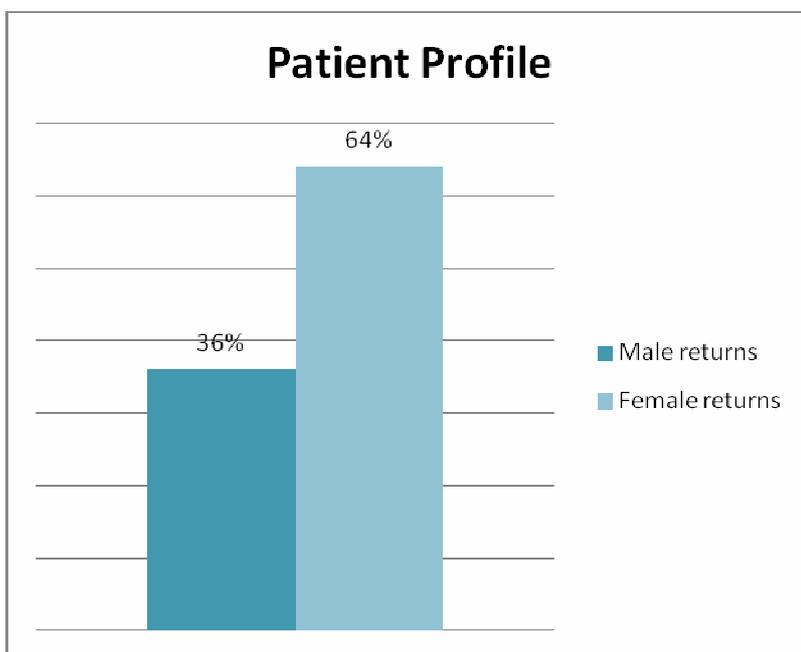
The results were discussed and also other areas in order for the practice to put together an action plan of suggestions. These can be found throughout the report.

The following results are from the completed questionnaires. Please bear in mind that not all questions were answered by the patients:

Patient Profile (percentages based on 292/840 returned questionnaires)

Male returns 36% (104 patients)

Female returns 64% (188 Patients)



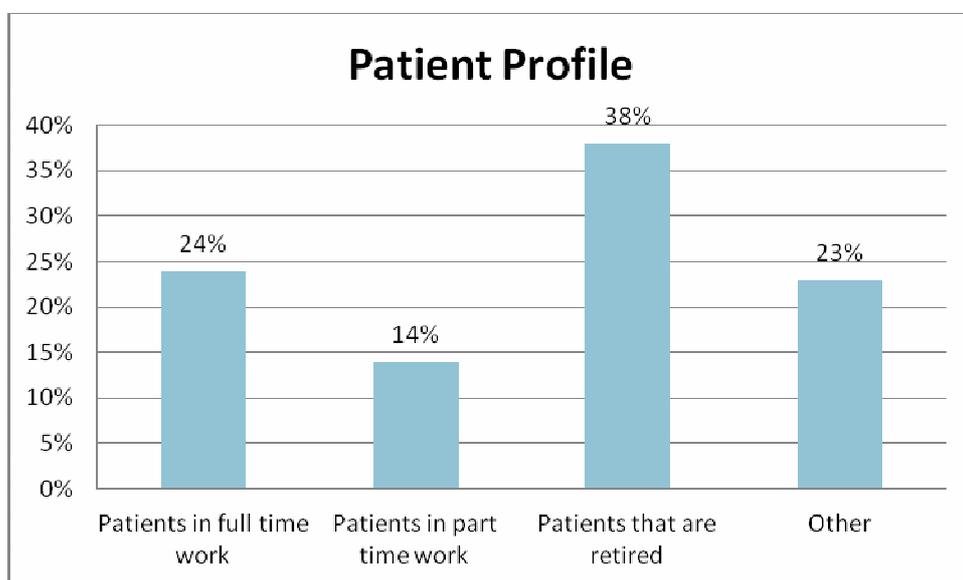
Patient Profile

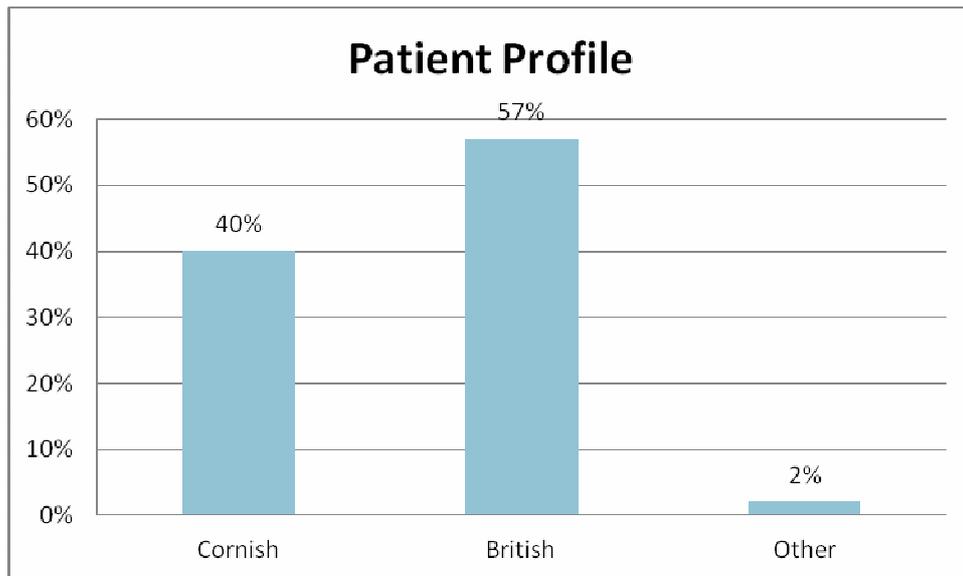
Patients in full time work 24% (72 Patients)

Patients in part time work 14% (42 Patients)

Patients that are retired 38% (113 Patients)

Other 23% (67 Patients)



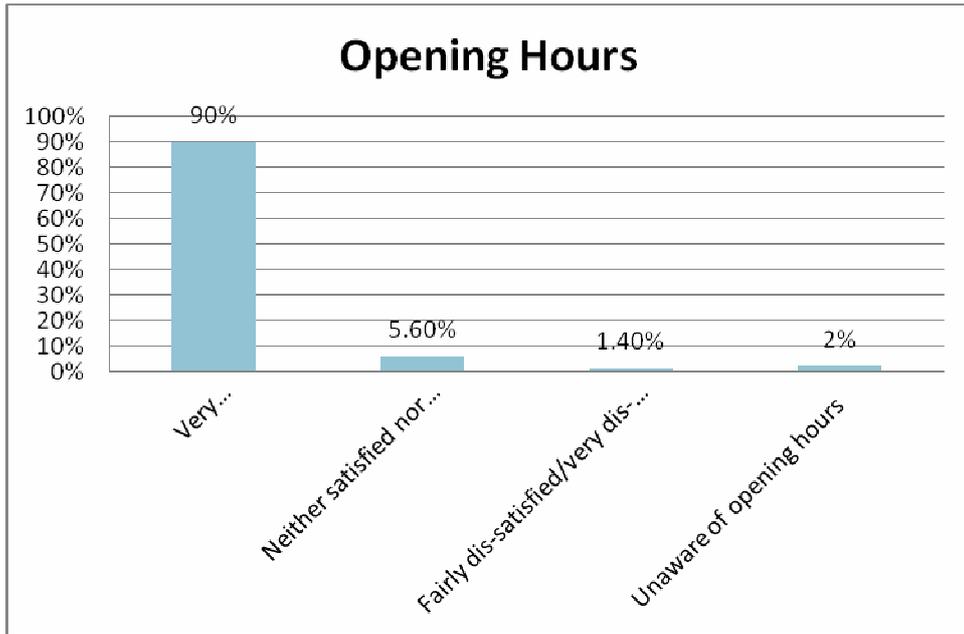


Opening Hours

The practice doors are open **from 8.30am to 6.30pm Monday to Friday**. We do not close for lunch and patients can contact the GP via 'out of hours' between 8am-8.30am and 6pm-6.30pm, after which 'out of hours' will take over until the following morning. Patients can access services from 8.30am to 6.30pm including making appointments and collecting dispensed medication. Twice weekly (4 sessions) the surgery will hold extended clinics between 6.30pm-7.30pm. These are primarily for patients who can not attend the practice during working hours. Again patients can access appointments and medication during those times.

The following results show how patients rate our opening times (percentages based on 282 answers to this question)

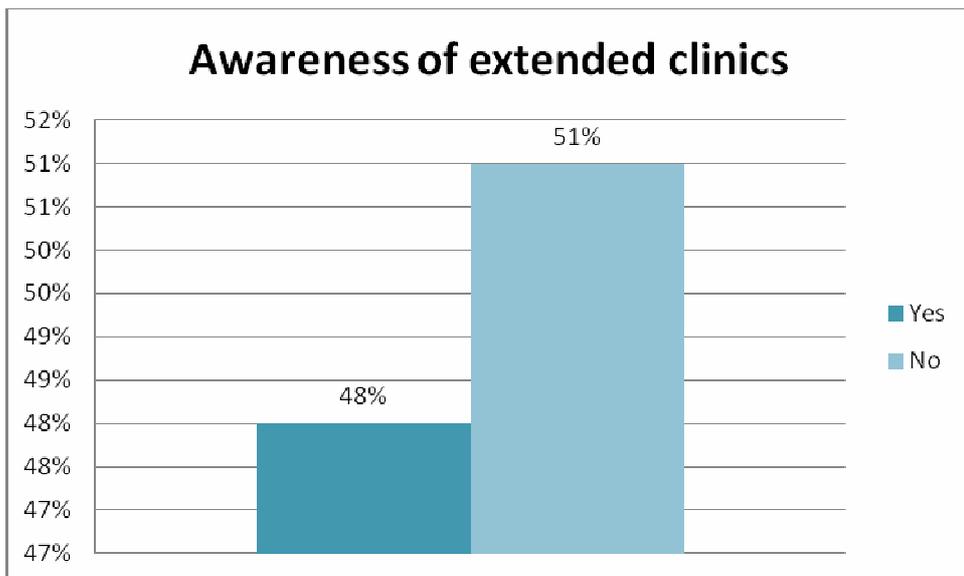
Very satisfied /satisfied/fairly satisfied	90% (255 Patients)
Neither satisfied nor satisfied	5.6% (16 Patients)
Fairly dissatisfied/Very dissatisfied	1.4% (4 Patients)
I am not aware of the opening times	2.4% (7 Patients)



Awareness of extended clinics (percentages based on 256 answers to this question)

Yes 48% (124 patients)

No 51% (132 Patients)



Other comments made by our patients:

“Not happy with the evening and weekend cover.”

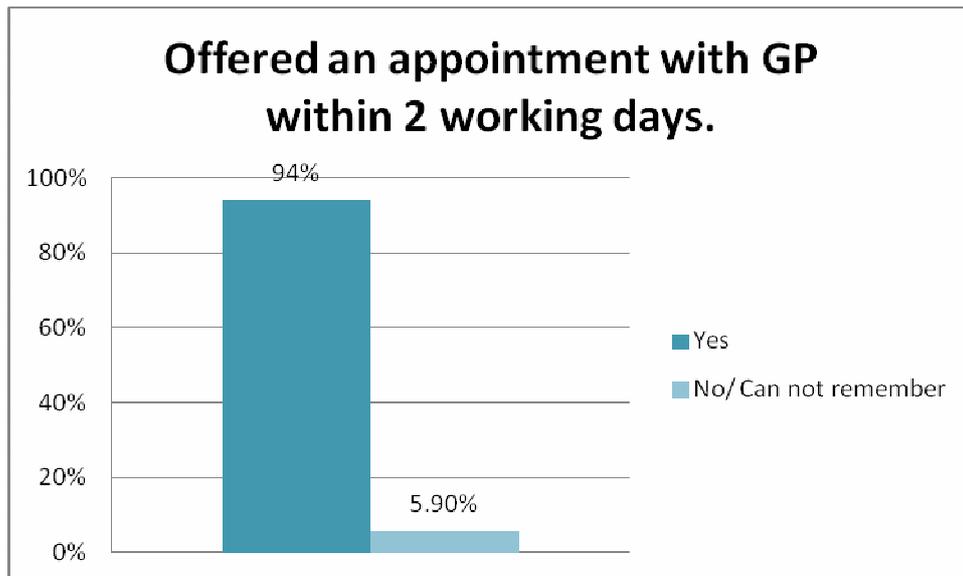
Action Plan:

The group considered that the practice should advertise the clinic times more. Way in which the practice will do this is through the patient newsletter, posters up in the waiting room and more visible on the website.

It was also discussed about having a designated board just for Practice information rather than having it with all the other posters. The group felt that having a yearly planner may be of benefit especially if it highlighted the Bank Holidays as also reminding the patients to closure times. The practice will review and arrange the poster boards.

Patients were asked in the last six months were they offered an appointment with any GP within the following 2 working days if needed (percentages based on 134 answers to this question)

Yes	94% (126 Patients)
No/cannot remember	5.9% (8 patients)



Action Plan:

During the meeting several members of the group were unaware of the system that the surgery uses when we receive the phone call from the patient. They were not aware that the calls are triaged and directed to the most appropriate clinician.

It was agreed that the practice would look to inform patients in order to help understand the process. This may be done by process boards in the waiting room, Newsletters or on the website.

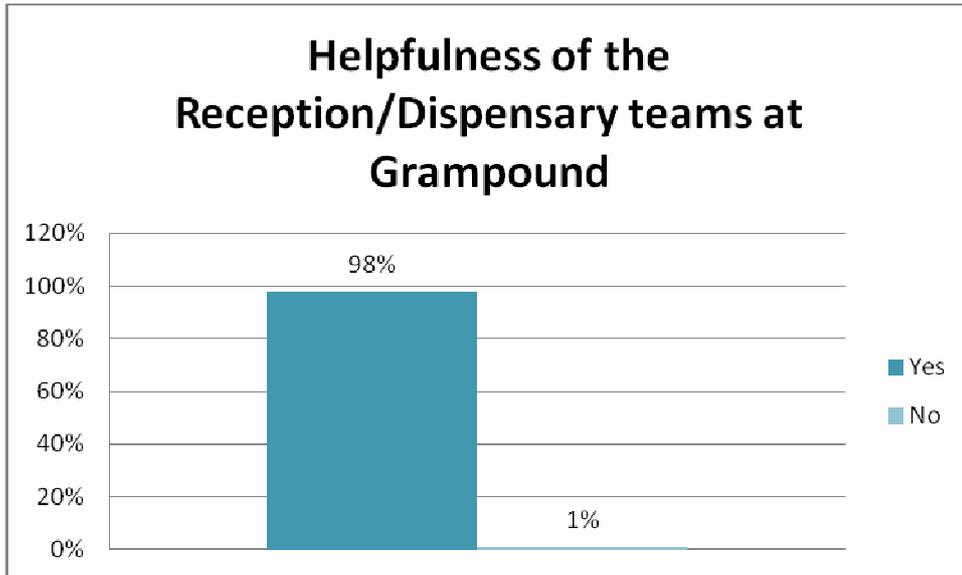
It was also felt that the reasoning behind the receptionists asking certain questions in order to triage should be highlighted and also point out the benefits to the patients. Again this can be done through the same methods as previously described.

On a positive note a few of the group have experienced other surgeries around the country and all felt that Probus gave an excellent service in being able to offer an appointment with a GP within two working days.

Patients were asked about the helpfulness of the reception and Dispensary teams at both Probus and Grampound (percentages based on 146 answers to this question)

Grampound:

Yes	98% (144 Patients)
No	1% (2 Patients)



Action Plan:

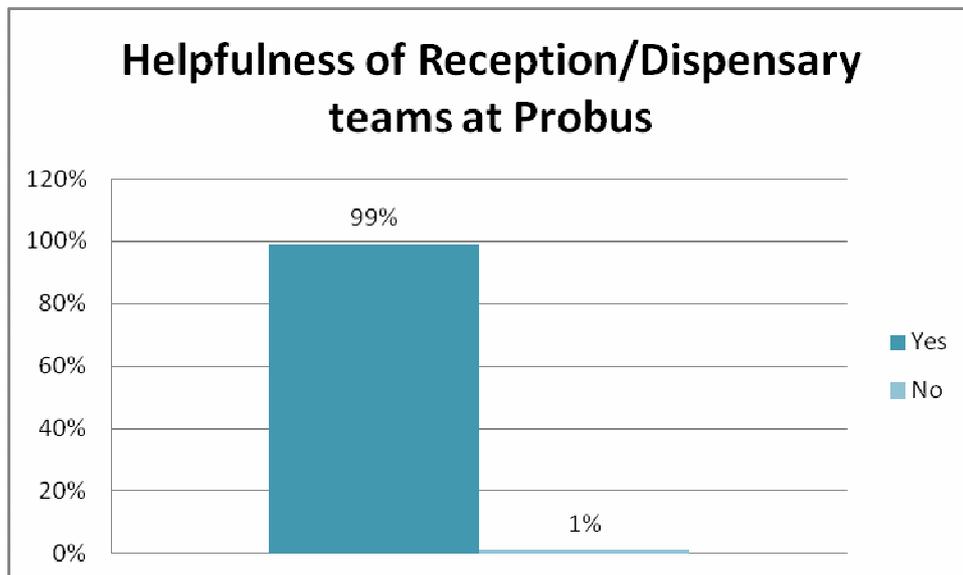
The group discussed ways in which to maintain this high standard. It was suggested and felt that with most patients carrying cards in place of money could the practice look into having a card machine at Grampound. Although Grampound staff can access the machine up at Probus the practice agreed that they would look into this further.

Patients were asked about the helpfulness of the reception and Dispensary teams at both Probus and Grampound (percentages based on 227 answers to this question)

Probus:

Yes 99% (225 Patients)

No 1% (2 Patients)



Other comment made by our patients:

“Phone machines left on answer when there are staff there. You don’t need two staff members to man the reception; you can answer the phone and sit in reception waiting for patients”

Action Plan:

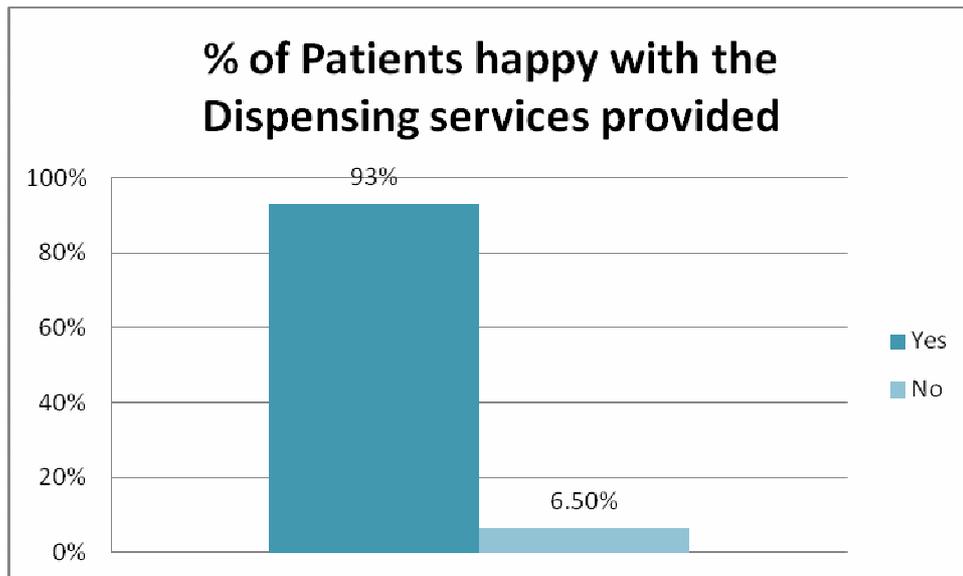
The group discussed areas of maintaining a high standard within reception and dispensary and it was highlighted that although the practice have made every effort to maintain patient confidentiality on the front desk there have been occasions where patients have felt there needed more. The practice has sectioned off an area so each patient is able to speak to the receptionist without having a patient standing closely behind. It was suggested that patients are made aware of the confidentiality risk by having posters up at the front desk.

The booking in machine was also discussed but felt that there was no need to pursue this at present.

Patients were asked if they were happy with the dispensing service provided (percentages based on 229 answers to this question)

Yes 93% (214 Patients)

No 6.5% (15 Patients)



Other comments made by our patients:

"I have been rather disappointed when waiting in reception for prescriptions etc."

"Excellent pharmacy service and respectful staff."

"Being able to order repeats online is also a great asset"

Action Plan:

During the meeting the comments book was discussed regarding the dispensary team and it was encouraging to see that this result was positive.

The group felt that with more communication the patient would be in a better position to understand if there was a problem with their medication.

The practice has already made a start on this by having a board in the reception area informing the patients if they are running a little behind.

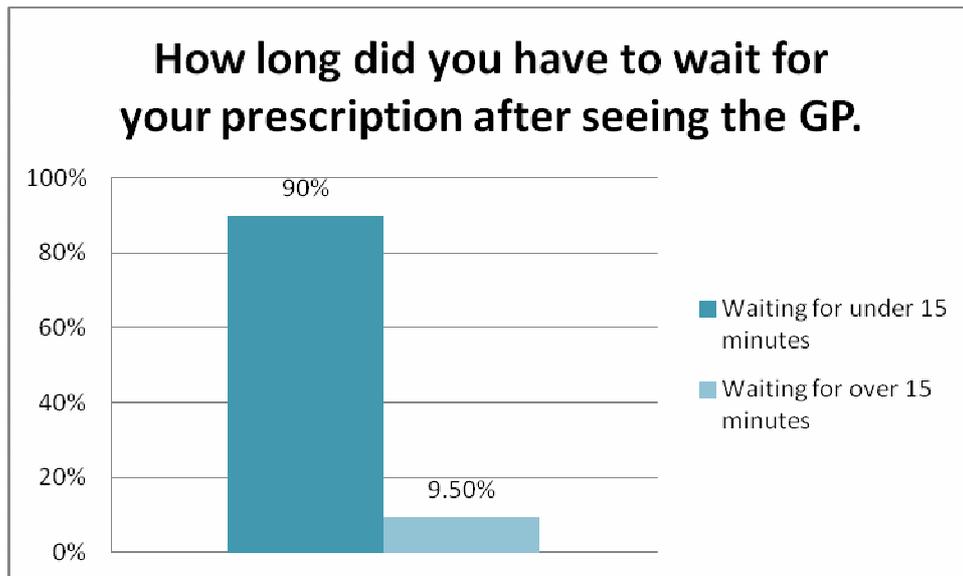
The team have also put information of 'the journey of a prescription' in the front reception and hopefully the patients understand the process that takes place behind the dispensary doors.

Some of the group were unaware that the team will receive approximately 50 emails and 215 repeat slips per day.

Patients were asked how long they had to wait for their prescriptions when they came out from seeing the GP. (Percentages based on 232 answers to this question)

Under 15 mins 90% (210 Patients)

Over 15 mins 9.5% (22 Patients)



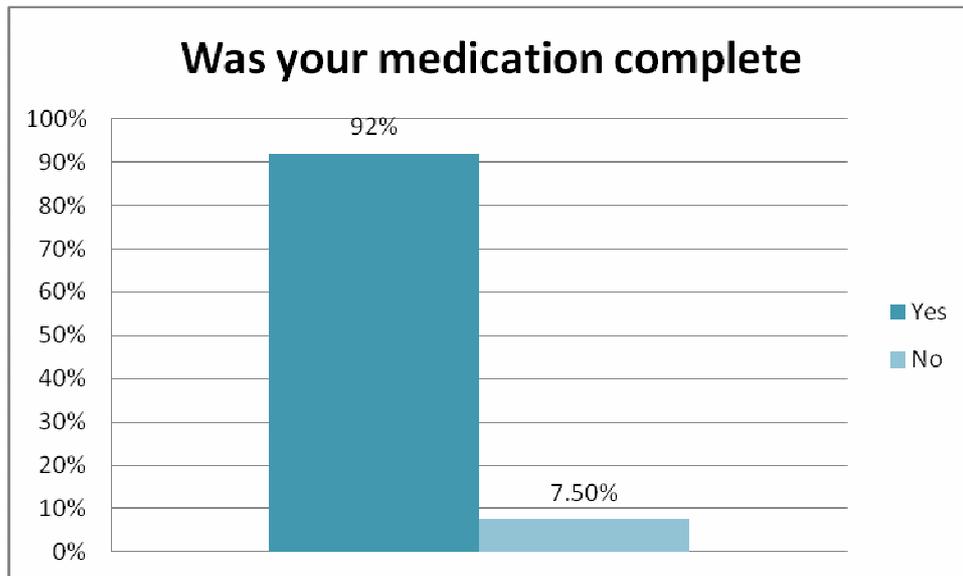
Action Plan:

The group felt that the time it takes for the dispensary team to bring out the medication after seeing the GP is very good. Some of the group have experienced being non dispensing patients at other surgeries, where by they take their prescription to the chemist. Their experience has been that they have been asked to come back in a couple of hours to collect the medication, and so the group felt that having to wait half an hour was an exceptional service.

Again the team are trying to improve the communication of why it may take this length of time by providing the information board of 'a journey of a prescription'.

Was the medication complete? (Percentages based on 221 answers to this question)

Yes	92% (204 Patients)
No	7.5% (17 Patients)



Action Plan:

When discussing this issue it was felt that some patients may not be aware of the reason behind the delay in the practice receiving the drugs. This can be a variety of reasons from out of stocks to manufacturers not being able to supply the warehouse. It was felt that again that this should be communicated to the patients in order for them to understand that it may not be the practice's fault with the delay.

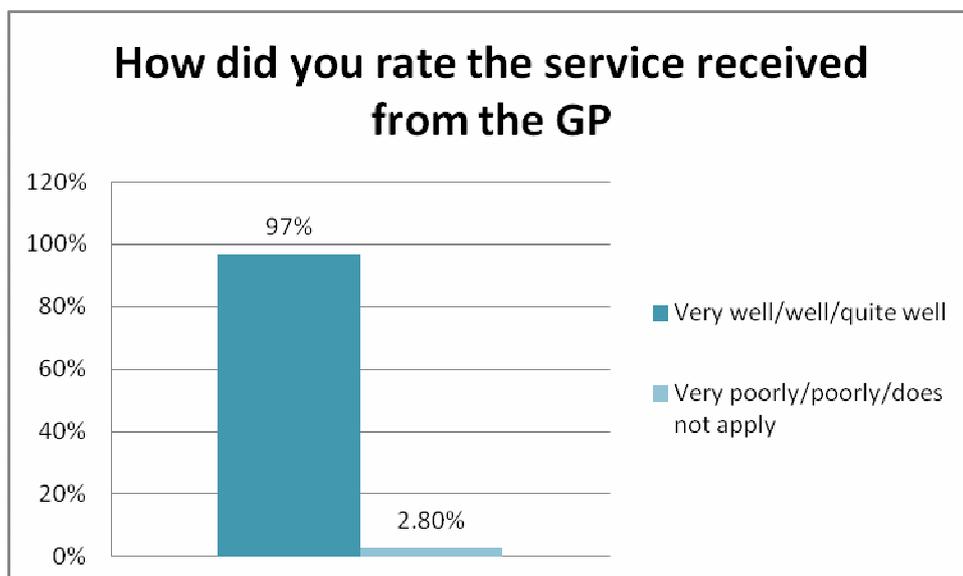
Some of the group were unaware that the practice provides a delivery service to seven sites in surrounding villages. The practice also offers home delivery to housebound patients. The dispensary team have found that by sending a qualified dispenser out to the delivery site he has been able to answer questions that the patients would otherwise phoned into the surgery for. The group felt this was an excellent service for all those who took advantage of it.

Patients were asked how they rated the service received from the GP's. (Percentages based on 280 answers to this question)

How well did the GP listen to you?

Very well/well/quite well 97 % (272 Patients)

Very poorly/ poorly/ doesn't apply 2.8% (8 Patients)



Other comments made by the patients:

"I registered myself and my family at Probus surgery 3 years ago and was very impressed with both Probus and Grampound surgeries. The staff are all very good, polite and very helpful. They have a great team there"

"Compared to other GP surgeries I have experienced in Cornwall and London, Probus is by far the very best in terms of quality of staff, availability of appointments, polite receptionists, excellent pharmacy services and respectful staff."

"We are so lucky to have a surgery and FAB doctors and Nurses- the whole team are outstanding. Being able to order repeats online is also a great asset"

"I would not want to use any other surgery –definitely the best In the west- keep up the good work"

Action Plan:

The group all felt that the surgery gave a very competent service to it's patients and that those at the meeting were very confident in seeing the GP here at Probus and Grampound.

The patients were asked if they felt they were treated with dignity and respect. (Percentages based on 277 answers to this question)

Always/most of the time 98% (273 Patients)

Sometimes/ Not enough of the time 1.4% (4 Patients)



Action Plan:

Again the group felt that this interlinked with the previous question and that the practice gave a very competent service to all its patients.

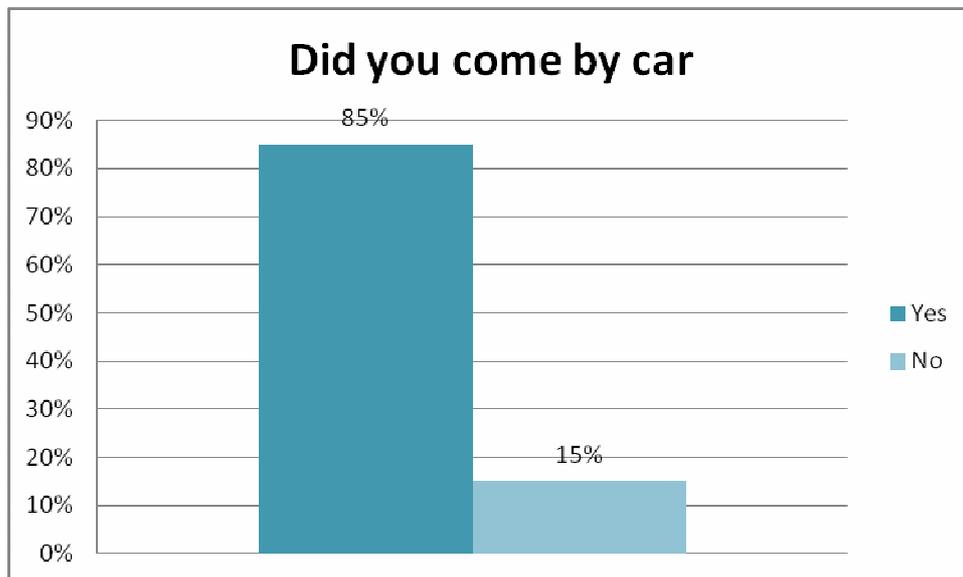
Patients were asked about the facilities of the practice. (Percentages base on 292 answers to this question)

Car parking

Patients were asked if they came by car

Yes 85% (247 Patients)

No 15% (45 Patients)



Action Plan:

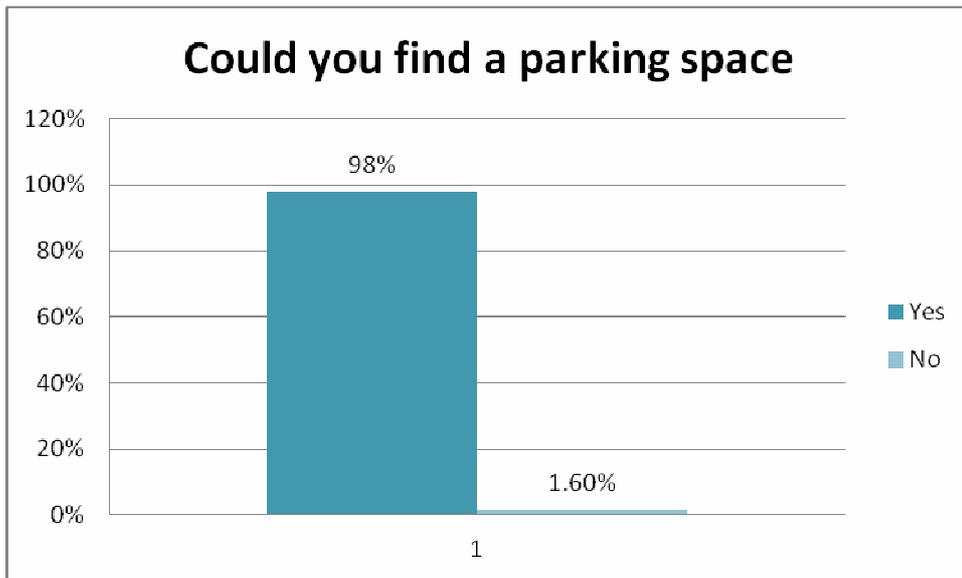
The practice explained that they have completed several surveys recently regarding the car parking at Probus and how patients arrive for their appointments.

The practice would continue to monitor the free spaces available when planning clinics etc.

Patients were asked if they could find a parking space. (Based on 247 answers to this question)

Yes 98% (243 Patients)

No 1.6% (4 Patients)



Additional comments made by the patients:

“Parking arrangement at the surgery is very poor. The lower car park is too narrow making parking and reversing very difficult. The upper car park is also restrictive.”

Action Plan:

As previously said the practice has conducted several surveys around the parking at Probus and the results show that there are 18 free spaces every hour throughout the day.

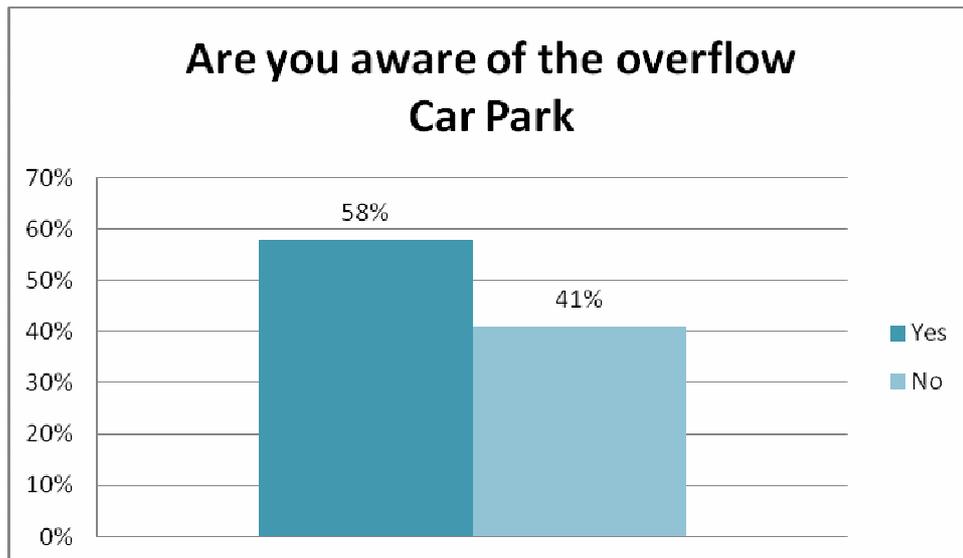
Some of the group felt that the bays were not wide enough and that although they are the standard size it was difficult for patients who have difficulty walking etc to get in and out of their car especially if there are cars parked either side.

It was suggested that there should be fewer bays but make them bigger.

Patients were asked if they were aware of the overflow car park.(Based on 272 answers to this question)

Yes 58% (160 Patients)

No 41% (112 Patients)



Action Plan:

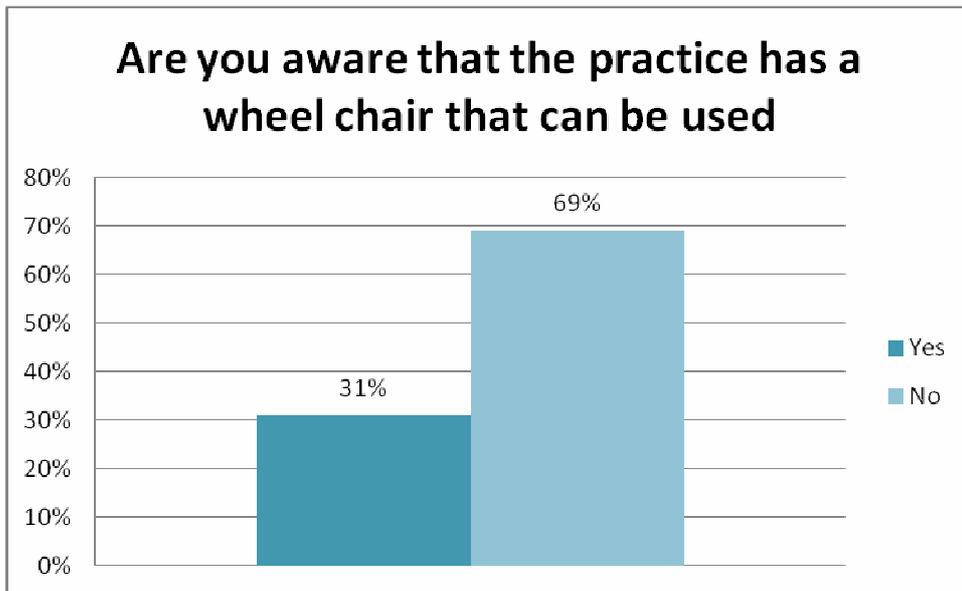
Some of the group were unaware of the overflow car park across the road in the playing field.

It was felt that this should be highlighted more and the practice will include this in the usual newsletters and website.

There was a discussion around whether it would be possible to have volunteer drivers to help with the transport costs and some of the group have experienced neighbours helping each other with the transport.

Patients were asked if they were aware that the practice has a wheel chair they can use.(Based on 274 answers to this question)

Yes	31% (85 Patients)
No	69% (189 Patients)



Other comments made by our patients:

“Building entry method poorly planned. People on frames and sticks etc have to let go 3 times to press the buttons. The endless contact on the buttons and pads is a perfect way to spread germs (hand gel is available but not used)”

Action Plan:

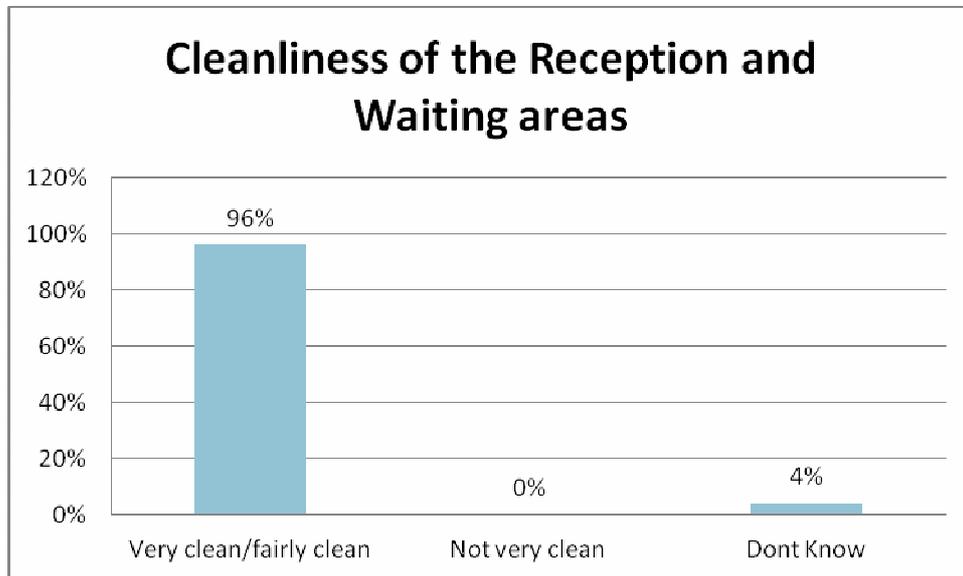
The group felt that this was highlighted by the receptionist if they felt necessary but and the practice would make sure that the poster was visible to all at the front reception.

Cleanliness of the reception and waiting areas.(Based on 292 answers to this question)

Very clean/fairly clean	96% (280 Patients)
Not very clean	0% (0 Patients)

Don't know/non respondents

4% (12 Patients)



Action Plan:

The group felt that the surgery always looked clean and tidy. The waiting room was light and airy.

The practice suggested that perhaps they poll the patients as to whether they wanted a television or maybe a radio.

The group felt there was no need for these as when you attend the doctors for some they are not feeling too well and like the calm atmosphere in the waiting room.

We also discussed the layout of the front of house and where the practice has made allowances for disability access with the front door the main door into the waiting room was an area that may need addressing. They were happy that the practice provided hand gel for all to use.

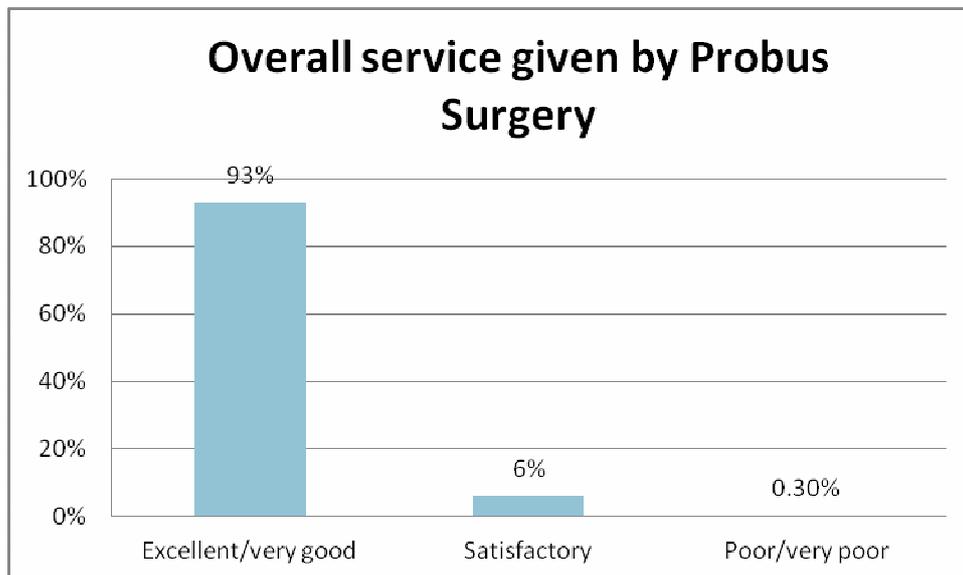
Finally the patients were asked what they thought of the overall service they received from the practice. (Percentages based on 279 answers to this question)

Excellent/very good 93% (261 Patients)

Satisfactory 6% (17 Patients)

Poor/very poor

0.3% (1 Patient)



Other comments made by our patients:

“It is lovely to see Probus Surgery expand and grow, offering specialist care and treatment to save visits to Treliske, offering a more personal service. My family cannot praise the doctors and staff enough for their help and support. A big thank you.”

Action Plan:

The group felt that the practice provides an excellent service to its patients and was encouraged to see that the views of the patients were being taken into account to maintain those standards.

Summary:

It was felt that most of the concerns raised in the survey could be overcome by communicating and educating those who attend the surgeries on the day to day

working of the practice and communicating with the patients when there is a problem.

There is a drive to look at the cost throughout the NHS but by involving the patients and staff the practice hopes that everyone is receiving the best possible care available.

The practice plan to repeat the survey next year, and in doing so help monitor and implement any changes necessary for us to continue the high standards given to all patients at Probus and Grampound Surgeries.

A copy of this report can be found on our website along with information relating to our Patient Representative Group.

Thank you to all who completed the survey for this year.

Dr Round and Partners.

Help us make a difference to the quality of your care.